Department of Defense (DoD)
National Quality Management Program (NQMP)

National Quality Management Program Update
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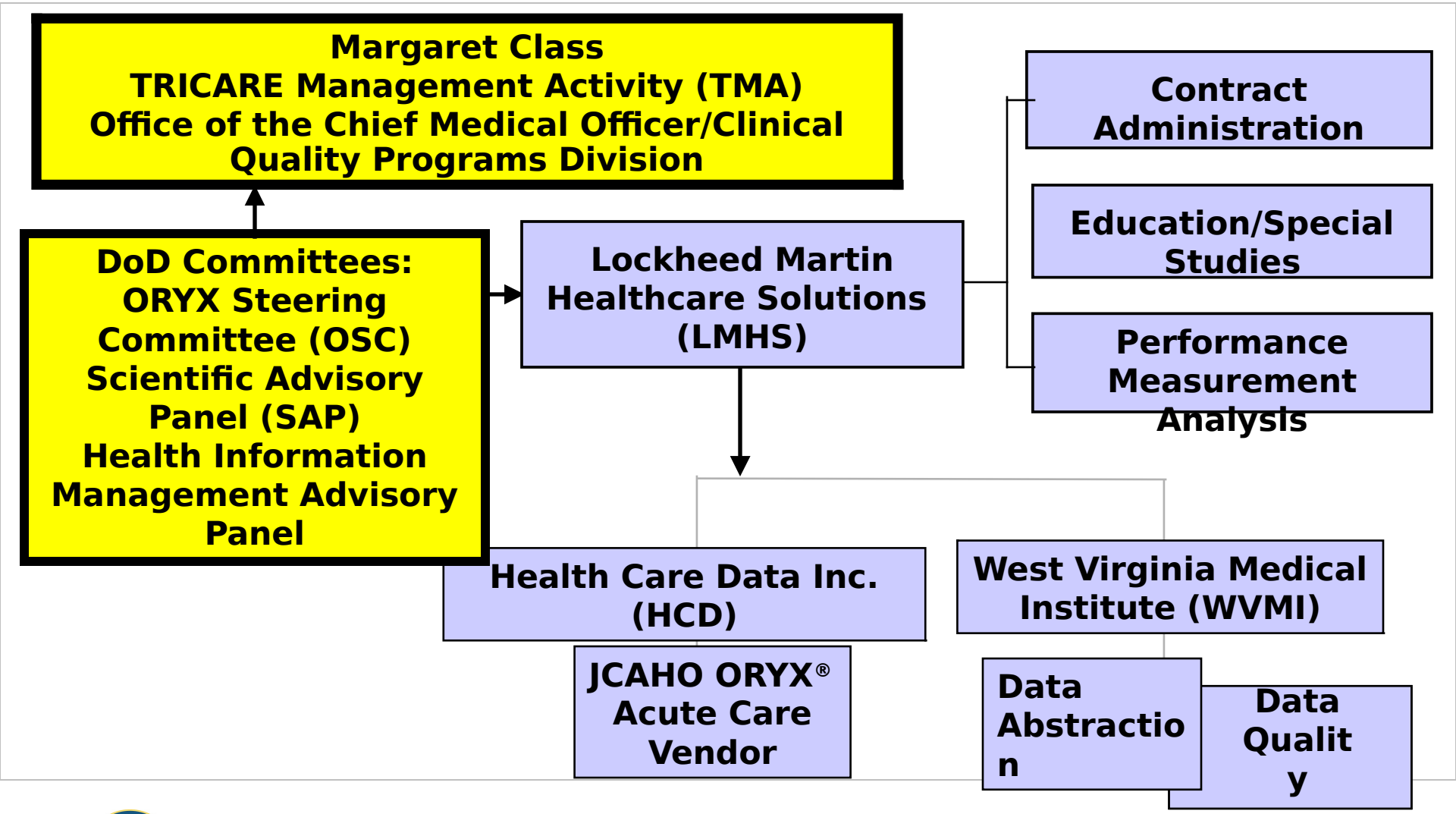
TRICARE

NQMP
External Review of Care

Objectives of the Presentation

- Introduce the Team
- Provide an overview of NQMP
- Describe the Special Studies
- Provide an Update on the JCAHO ORYX Initiative
- Review the Data Abstraction Process
- Identify the Value of the Exit Conference
- Describe the Process to Ensure Data Integrity
- Discuss Web Access to Data
- Consultative Site Visit Program Update

Meet Our Team



NQMP Activities and Goals

- Special Health Care Studies
  - Studies of special or significant importance to the MHS
  - Goal: Drive health status improvement and the effectiveness and efficiency of delivery processes
- JCAHO ORYX ® Performance Measures
  - Standardized indicators of care
  - Goal: Centralize JCAHO ORYX® performance measurement to standardize the process at each MTF
- Education and Training
  - Comprehensive multidisciplinary program using diverse methods and venues
  - Goal: Assist MTFs in using the data and performance improvement tools available to elevate performance to the next level.

Seamless, Coordinated Performance Improvement Process

NQMP Special Studies

- Administrative (Secondary Data) Studies FY05
  - The Association of Pre-hypertension with the Development of Subsequent Hypertension
  - Discharge Instructions following Hospitalization for Heart Failure
  - Post-Deployment Post-Traumatic Stress Disorder (PTSD) Screening

Administrative (Secondary) and Primary Data Collection Studies FY05

- Patient Safety Indicator 17, Birth Trauma
- Military Health System (MHS) Clinical Practice Guideline (CPG) Implementation Evaluation
- The Quality of Military Health System Data in the Direct Care System

JCAHO ORYX®

- JCAHO ORYX® is the name of the Joint Commission initiative that integrates performance measures into the accreditation process

THE PURPOSE OF JCAHO ORYX ®

- To provide a critical link between accreditation and patient care outcomes, thus increasing consumer confidence
- To guide and stimulate continuous improvement in patient care and within health care organizations through refinement of performance-based standards
- To review data trends and patterns for continuous monitoring of performance to assist organizations in identifying best practices and issues requiring attention

JCAHO ORYX® Core Measures

- Core Measures – Standardized performance measures applied across accredited health care organizations for each JCAHO accreditation program
  - Confirm the delivery of quality care
  - Promote patient and provider satisfaction
  - Support the clinical performance improvement process

Measure Groups

- Acute Myocardial Infarction (AMI)
- Heart Failure (HF)
- Pneumonia (PN)
- Pregnancy (PR)
- Surgical Infection Prevention (SIP)
- Diabetes
- Asthma
- Hypertension (begins with October 1, 2005 visits)

Disease Management Non-core Measures

- NQMP and the ORYX® Steering Committee worked collaboratively to develop relevant ambulatory care measures that have been approved by JCAHO as non-core measures
  - Diabetes Measures
    - Abstraction in DoD started with January 2003 discharges
  - Asthma Measures
    - Abstraction in DoD started with January 2004 discharges
  - Hypertension Measures
    - Abstraction to start with October 2005 discharges

JCAHO ORYX® Requirements

- Calendar Years 2004 and 2005
  - JCAHO Reporting Requirement
    - 3 Core Measure Sets (38 MTFs)

      or
    - 2 Core Measure Sets + 3 Non-core Measures (17 MTFs)

      or
    - 1 Core Measure Set + 6 Non-core Measures (11 MTFs)

      or
    - 9 Non-core measures (3 MTFs)
  - Balanced Scorecard Initiative: AMI-5, HF-3, PN-5, PR-2, SIP-1

Opportunities for Performance Improvement

- Adult Smoking Cessation Advice/Counseling
  - Affects three measures: AMI-4, HF-4, PN-4
  - Documentation issue?
    - Are all smokers being captured and documented in the record?
    - Are all smokers given advice or counseling about smoking cessation?
      - Is this advice being documented in the record?

Opportunities for Performance Improvement (continued)

- Heart Failure Discharge Instructions
  - Affects one measure: HF-1
  - ALL six discharge instructions must be met for each patient
    - **Activity level**
    - **Weight monitoring**
    - **Diet**
    - **Discharge medications**
    - **Follow-up instructions**
    - **What to do if symptoms worsen**
      - **Most MTFs address 5 of these 6 discharge instructions**
      - **Most commonly missed instruction is "Weight Monitoring"**

Data Abstraction Process Review

Data Abstraction Process

- Team: Qualified RHIAs, RHITs, RNs, MDs
- Training: Initial, annual, ongoing, regional
- Tools: Manuals, User's Guide, Help screens, software–built in logic, filter error reports
- Travel Papers: ADPII security clearance, country clearance

Data Abstraction Process (Continued)

- LMHS accesses all available SIDR and SADR cases from MDR the first week of every month
- LMHS fills as many data elements electronically as possible
- The list of discharges with completed data elements runs through the software to develop pull lists
- The pull lists are validated and posted on the NQMP web site for MTFs to download
- Abstractor downloads pull list and many data elements

Data Abstraction Process (Continued)

- Abstractor contacts MTF to verify receipt of pull list and schedules visit
- Abstractor begins data abstraction
- Abstractor works with MTF to locate any missing data
- Abstractor submits data to HCD
- Abstractor filter error reports received and worked
- Abstractor data filed as necessary
- Abstractor creates indicator reports
- Abstractor schedules and conducts the exit conference
- Abstractor submits data to WVMI for quality checks

Exit Conference - Value to MTF

- PI and MR contacts invited
- Invitations extended to others via PI and MR contacts
- Reports produced:
  - Aggregated results by indicator
  - Patient drill-down results by indicator–provided to PI for internal distribution on a need-to-know basis
- Facility's first view of the data that will be sent to JCAHO

Exit Conference - Value to MTF (continued)

- Detailed *Preliminary* Reports–limited to abstractor's database
- Clarification of numerator/denominator definitions
- Issues impacting reports (missing records, coding issues, risk-adjustment algorithms)
- Timely feedback
- Timely feedback to abstractor
  - Report concerns
  - Abstractor can investigate and correct prior to JCAHO submission deadlines and HCD Web site posting
  - Other opportunities for improvement

The Process to Ensure Data Integrity

Abstractor Monitoring and Data Quality Assessment Objectives

- Measure abstractor performance and detect anomalous behavior
- Use real-time surveillance and analytical techniques to more quickly identify and correct substandard abstractor performance
- Rule out abstractor error and focus on other sources of variation
- Use surveillance for quality control *and* quality improvement

Monitoring and Improving Abstractor Performance

- Screen up-loaded medical records
- Identify abstractors (and records) with unexpected results
- Analyze results to determine source and extent of the anomalous performance
- Conduct interventions and field audit where needed
- Use results for quality improvement training

Web Access to Data

NQMP Web Site – www.NQMP.info

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Address http://www.nqmp.info/
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National Quality Management Program
External Review of Care
Register Now
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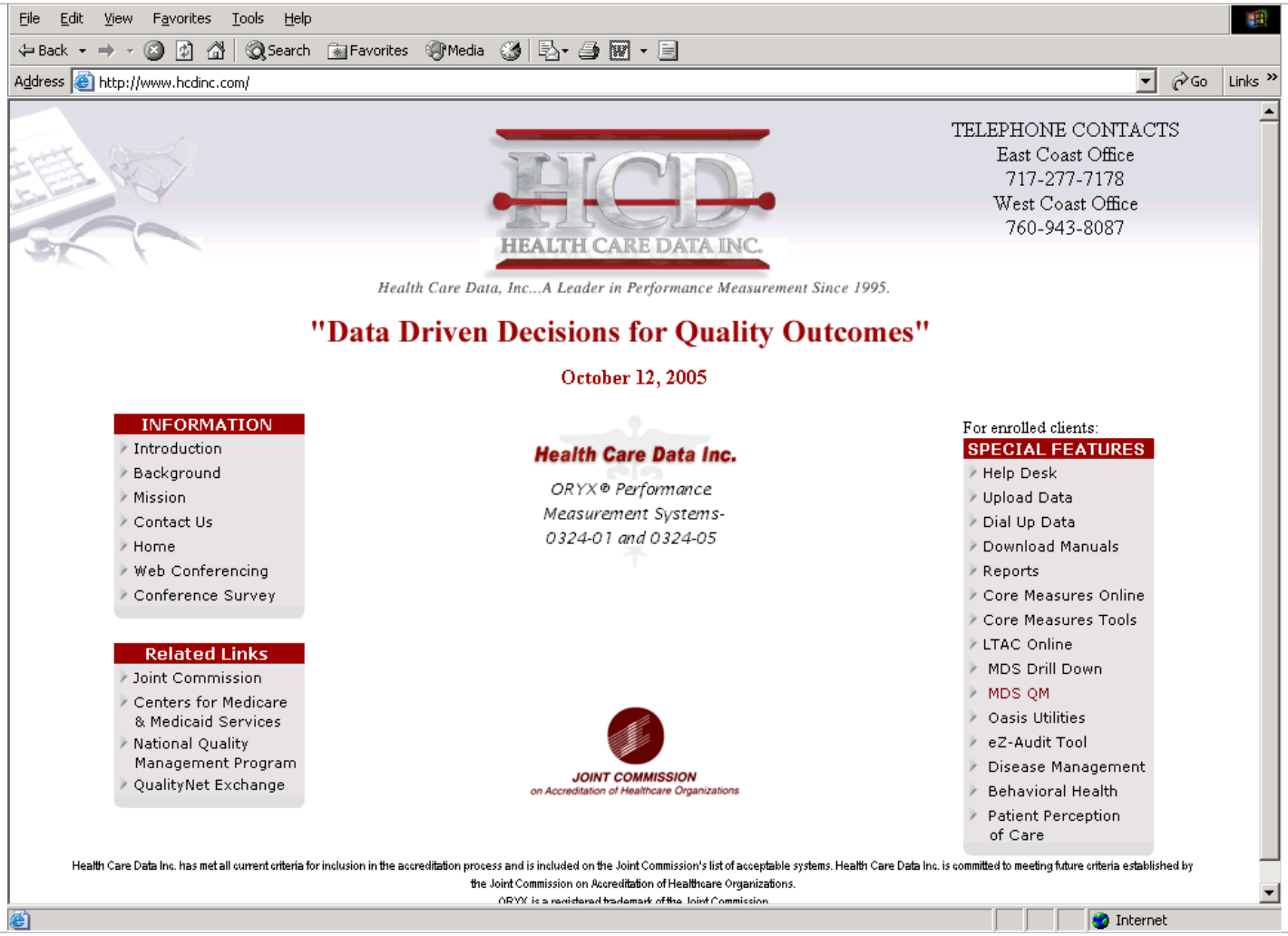
Education
Quality Management & Healthcare
Special Studies
JCAHO ORYX®
NQMP Mission...
The National Quality Management Program (NQMP) goal is to improve the quality of care provided to MHS beneficiaries through the provision of educational and analytical support and a proven process of external peer review.
About NQMP...
Free Performance Improvement Site Visits
NQMP
Done
Internet

HCD Web Site-www.hcdinc.com



TRICARE

NQMP External Review of Care

Consultative Site Visit Program

Benefits of the Consultative Site Visit Program

- Knowledge transfer related to JCAHO ORYX and Special Studies data through Briefings with the Board of Directors, Patient Care Council, and review of performance measure data with providers
- Provide support for JCAHO survey preparation activities
- Train performance improvement staff to conduct drill down to patient level data
- Provide training for PDCA and other performance improvement tools

- **Goal: To assist the MTF in turning the data you have into the information you need to earn the trust of your customers, continue JCAHO accreditation, and take your performance improvement activities to the next level.**

NQMP Consultative Site Visits

- 79 visits to various MTFs conducted to date
- Needs assessment conducted with MTF prior to visit
    - Briefings desired: Board of Directors, Executive Committee of the Medical Staff, Quality Council
    - Meetings with providers participating in care included in ORYX® measures
    - Training on PDCA, Performance Improvement models and tools
    - Review of ongoing or prospective PI initiatives
    - Meetings with PI, Risk Management, Patient Safety, Medical Records staff as requested
    - Next expected survey opportunity
    - Discussion of JCAHO survey methodology changes, Shared Vision, New Pathways
    - Review of Quarterly MTF and Corporate (Navy, DoD) level reports
- After Action Report provided post visit
- Ongoing consultation as needed

Questions?